



Substitute House Bill No. 5437

Special Act No. 16-8

***AN ACT CONCERNING NONEMERGENCY MEDICAL
TRANSPORTATION FOR MEDICAID RECIPIENTS.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. (*Effective July 1, 2016*) (a) On or before September 1, 2016, the Commissioner of Social Services shall initiate planning for the implementation of a new service delivery model for the coordination and administration of nonemergency medical transportation services for medical assistance recipients.

(b) On or before November 1, 2016, the Commissioner of Social Services shall issue a request for proposals for transportation broker services for the coordination and administration of nonemergency medical transportation services for medical assistance recipients. In determining the terms of such services the commissioner shall consider: (1) Minimum wait times for livery transportation to and from medical appointments; (2) prescribed levels or modes of service, when requested by a medical provider treating a medical assistance recipient; (3) recording of all complaints and staff training on recording and responding to complaints; (4) written notice by the contractor or contractors of denials, terminations, suspensions or reductions of nonemergency medical transportation services to be mailed to medical assistance recipients with the reasons for such

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service changes; (5) minimum performance standards for responses to telephone calls concerning nonemergency medical transportation services for medical assistance recipients and related training; (6) monitoring of contract compliance by an independent quality assurance committee, to be named by the commissioner, that includes medical assistance recipients, advocates for such recipients, the contractor or contractors, the commissioner or the commissioner's representative, health care providers and livery company representatives; (7) monetary sanctions for failure to meet performance standards; and (8) mandatory reports by the contractor or contractors regarding adherence to performance standards and complaints received to be submitted at least monthly to the commissioner and annually to the joint standing committee of the General Assembly having cognizance of matters relating to human services.

Veto Override June 20, 2016